

San Antonio Market Forum



Medical Management Update



Information Brief
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Integrity - Service - Excellence

Referrals & Appeals

- Referral Management
 - Referral Review
 - Prior to network deferral if no market capability
 - 100% medical necessity review
 - Plastic Surgery
 - Non-network referrals
 - Initial denial determinations
 - Non-covered benefit
 - Not medically necessary
 - Grievance/Appeal Process
 - Drafted/under review
 - Comply with TMA initial denial determinations

DME and Strategy

- DME Standardization
 - Met with market representatives
 - Standardized market process under review
- Market Medical Management Strategy
 - Initial meeting planned for 18 July 2005
 - Identify RM, UM, CM, DM processes at each MTF



Market Communication

- Market Newsletter
 - Mechanism to provide continuous referral management guidance to market providers
 - Launching July 2005
- Referral Nurses
 - Clinic Liaisons
 - Monitor appointment availability
 - Control point for network leakage



San Antonio Patient Assistance Line SAPAL

- Telephone-based clinical assessment and support service
 - Personal healthcare management advice
 - Toll-free service after normal clinic hours
 - 24/7 weekend/federal holiday support
 - Supporting approximately 1,230 calls/month
- Referral nurses review call activity daily
 - Validate emergent/urgent care obtained/scheduled
 - Forward call reports to patients' PCMs



San Antonio MMO